

Rubin 1999-0728

IN THE CLAIMS:

1 - 42. (Canceled)

43. (Previously Presented) A method initiated by a customer at a telecommunication instrument comprising the steps of:

establishing a communication session with a remote party, said communication session consisting of communication originating from the customer and communication originating from the remote party;

requesting authorization code from said remote party to record said communication that originates from said remote party;

when a code is provided by said remote party, storing said communication originating from said remote party in a memory, and in association therewith storing said code;

after termination of said communication session, developing a set of keywords for indexing the stored communication by

(a) providing to said customer an opportunity to enter said keywords,

(b) providing to said customer an opportunity to make changes to system-selected keywords, or

(c) applying an artificial intelligence process to select keywords from the stored communication; and

indexing the stored communication in a database based on said set of keywords.

44. (Previously Presented) The method of claim 43 where said communication that originates from said remote party is stored in encrypted form, and said method further comprises a step of sending to the remote party a decryption key for decrypting the encrypted and stored communication.

45. (Previously Presented) The method of claim 43 further comprising a step of storing in said database communication originating by said customer.

46. (Previously Presented) The method of claim 43 further comprising the steps

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of

searching said database based on one or more of said keywords or based on said system-selected words to identify a communication session that is stored in said database; and

retrieving the identified communication session.

47. (New) The method of claim 43 where said remote party is a person and said communication originating from said remote party is live communication.

48. (New) A method comprising the steps of:

establishing a communication session between a first person and a second person via a telecommunication network, said communication session comprising speech originating from said first person and speech originating from said second person;

said first requesting from said second person an authorization code to serve as permission to store said speech from said second person;

only if said second person provides said authorization code,

(a) storing said speech from said second person in a memory, and in association therewith storing said authorization code; and

(b) after termination of said communication session, developing a set of keywords for indexing the stored speech of the terminates communication session by

1. providing to said first person an opportunity to choose said keywords,
2. providing to said customer an opportunity to make changes keywords selected by a processor that has access to the stored speech, or
3. said processor executing an artificial intelligence process to select keywords from the stored speech; and

(c) indexing the stored speech in a database, based on said set of keywords.

49. (New) The method of claim 27 where said second party is unconstrained in choosing said authorization code.